

REMARKS

Applicant amends claims 1, 3-4, 6-7, 9-10, 12-13, 15-16, 18-19, 21-23, 25-27, 30-31, 33-35, 37-39, 42-43, 45-47, 49-51 and 54, and presents new claims 55-73. Applicant respectfully requests examination and consideration of pending claims 1-73.

Applicant submits that claims 3, 6, 9, 12, 15, 18, 22-23, 27, 30, 34-35, 39, 42, 46-47, 51 and 54 are amended to correct minor errors unrelated to the Examiner's rejections based on prior art. Applicant submits that the scope of those claims is unaffected by those amendments.

I. Rejection of Claims 1-54 Under 35 U.S.C. § 102(e)

The Examiner has rejected claims 1-54 under 35 U.S.C. § 102(e) as being anticipated by Sassin (U.S. 6,449,260). Applicant respectfully disagrees.

Sassin discloses a mail queuing and forwarding system for customer service centers. In Sassin, a call distribution center places electronic communications *from customers* in a queue with communications from other customers. When an agent is available, the call distribution center displays the customer's electronic communication in a generic viewing template. Sassin only discusses handling of messages that are incoming to the call distribution center, i.e., *from customers* to agents.

With respect to independent claims 1, 7, 13, 19, 31 and 43, the Examiner is reading the "call distribution center" of Sassin onto the "first user" targeted by transmission of a message in Applicant's claims. Applicant has amended the present

claims to recite that the first user is a customer. Specifically, Applicant has amended claims 1, 7 and 13 to refer to generating a message *to a customer* and transmitting that message *to said customer*. Applicant has amended claims 1, 7, 13, 19, 31 and 43 to refer to regenerating a message *previously transmitted to a customer*. Sassin does not anticipate, teach or suggest any actions with respect to messages to customers.

For at least the foregoing reason, Applicant respectfully submits that independent claims 1, 7, 13, 19, 31 and 43 are allowable over the cited reference. Further, claims 2-6, 8-12, 14-18, 20-30, 32-42 and 44-54, being dependent upon respective allowable base claims, are themselves allowable for at least the foregoing reasons.

II. New Claims 55-73

Applicant presents new claims 55-73 for consideration by the Examiner. Applicant submits that claims 55-73 are fully supported by the originally filed specification, figures and claims, and that no new matter is introduced.

Applicant submits that independent claims 55 and 64 are allowable for at least the reason provided in section (I) above. Further, claims 56-63 and 65-73, being dependent upon allowable base claims, are also allowable.



Appl. No. 09/691,791
Amdt. dated March 3, 2004
Reply to Office Action of December 3, 2003

III. Examiner Interview: March 2, 2004

Examiner Salad and Applicant's representative, Todd Snyder, held a telephonic interview on March 2, 2004. The Examiner and Applicant's representative discussed a proposal for amending claim 7 to recite "generating a first message to a customer" and "transmitting said first message to said customer", but did not reach agreement as to whether that proposed amendment would render claim 7, and any similarly amended claims, allowable over Sassin. The Examiner wished to review Sassin further.

In light of the foregoing arguments, Applicant submits that pending claims 1-73 are in condition for allowance.

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Very truly yours,

THE HECKER LAW GROUP, PLC

Date: March 3, 2004

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This is to certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria VA 22313-1450 on March 3, 2004.

Signature: Mario Federis

March 3, 2004
Date